

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2016/2017

**BOD3834 - ORGANISATIONAL DEVELOPMENT**  
(Distance Education)

12<sup>th</sup> OCTOBER 2016  
9.00 -11.00 a.m.  
(2 hours)

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### INSTRUCTION TO STUDENTS:

1. This question paper consists of TWO printed pages excluding the cover page.
2. Answer ALL questions.
3. The total marks for this paper is 100 marks.

Answer ALL questions. Each question carries 20 marks.

**Question 1**

- a) Briefly explain what organization development (OD) is. What aspects distinguish OD from business planning, technological innovation and organizational transformation? (10 marks)
- b) Describe THREE (3) environmental trends which created pressure on organizations to embrace organization development programs in the recent past. (10 marks)

[Total: 20 marks]

**Question 2**

- a) Your textbook comments 'most team building includes process consultation: helping the group to diagnose and to understand its own internal process.' Describe a work situation in which process consultation could have been used to good effect; and the results you would expect from its application. (10 marks)
- b) What are the components of the Johari window? Discuss. (10 marks)

[Total: 20 marks]

Continued...

**Question 3**

Discuss the role of the OD practitioner as a change agent. Compare and contrast the role of internal versus external OD consultants.

(20 marks)

**Question 4**

Organizations are becoming concerned about the dysfunction caused by stress:

- a) Identify the sources and effect of stress at the workplace. (10 marks)
- b) Discuss THREE (3) specific OD interventions aimed at alleviating stress in the workplace. (10 marks)

[Total: 20 marks]

**Question 5**

Answer any FOUR (4) of the following:

- a) What is ‘planned change’ as compared to ‘unplanned change’?
- b) Explain how *artefacts* form an element of organization culture.
- c) What is organization learning? Explain.
- d) Briefly explain the role of coaching and mentoring at the workplace.
- e) What is the role of techno-structural interventions?

[20 marks]

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